Sierra Wireless AirCard 753S Mobile Wi-Fi

User Guide

2400148
Rev 1

Important Notice

Due to the nature of wireless communications, transmission and reception of data can never be guaranteed. Data may be delayed, corrupted (i.e., have errors) or be totally lost. Although significant delays or losses of data are rare when wireless devices such as the Sierra Wireless mobile hotspot are used in a normal manner with a well-constructed network, the Sierra Wireless mobile hotspot should not be used in situations where failure to transmit or receive data could result in damage of any kind to the user or any other party, including but not limited to personal injury, death, or loss of property. Sierra Wireless accepts no responsibility for damages of any kind resulting from delays or errors in data transmitted or received using the Sierra Wireless mobile hotspot, or for failure of the Sierra Wireless mobile hotspot to transmit or receive such data.

Safety and Hazards

Do not operate the Sierra Wireless mobile hotspot in areas where blasting is in progress, where explosive atmospheres may be present, near medical equipment, near life support equipment, or any equipment which may be susceptible to any form of radio interference. In such areas, the Sierra Wireless mobile hotspot **MUST BE POWERED OFF**. The Sierra Wireless mobile hotspot can transmit signals that could interfere with this equipment.

Do not operate the Sierra Wireless mobile hotspot in any aircraft, whether the aircraft is on the ground or in flight. In aircraft, the Sierra Wireless mobile hotspot **MUST BE POWERED OFF**. When operating, the Sierra Wireless mobile hotspot can transmit signals that could interfere with various onboard systems.

Note: Some airlines may permit the use of cellular phones while the aircraft is on the ground and the door is open. Sierra Wireless mobile hotspots may be used at this time.

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Consult our website for up-to-date product descriptions, documentation, application notes, firmware upgrades, troubleshooting tips, and press releases:

www.sierrawireless.com

Revision History

Revision number	Release date	Changes
1	June 2011	Initial release

Contents

Get Started 7

Know your device 7

Power button 8

Mute switch 8

LCD 8

LED 10

Accessories 10

Optional accessories 10

Power sources 11

Set up and connect to the Internet 11

Insert the SIM card 11

Install the battery 13

Connect to the Internet 13

Homepage 14

Passwords 16

Use Your Mobile Wi-Fi 17

Connect other wireless devices 17

Set audio alerts 17

Recharge the battery 18

Connect external antennas 19

Frequently Asked Questions 21

Troubleshooting 23

Reset the Mobile Wi-Fi 25

Alerts 26

Specifications 29

Mechanical specifications 29

Environmental specifications 29

Regulatory and Safety Information 31

Notice. 31

Safety and hazards 31

Index. 33

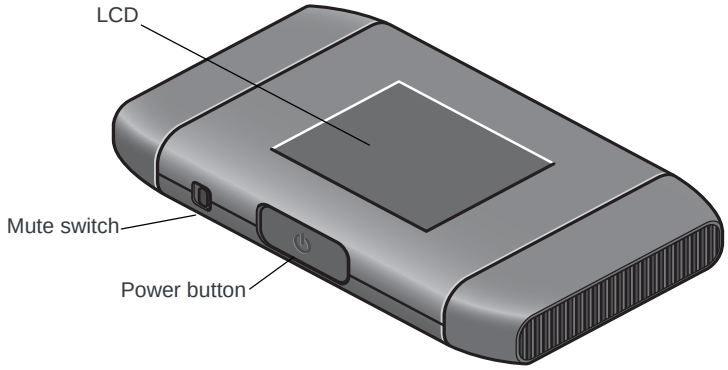
1: Get Started

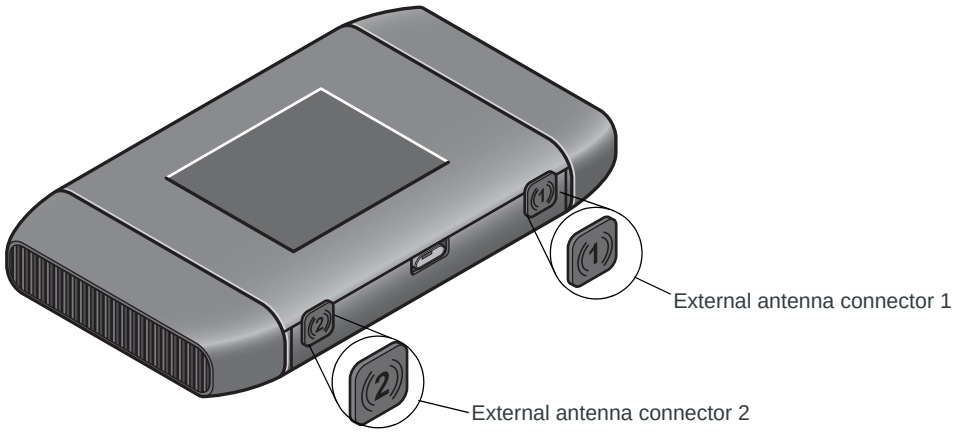
This chapter provides an overview of the Sierra Wireless AirCard 753S Mobile Wi-Fi features, and instructions on how to set up your Sierra Wireless Mobile Wi-Fi and connect to the Internet.

Know your device

Your Mobile Wi-Fi enables you to create a Wi-Fi access point anywhere there is cellular network coverage. You can use that Wi-Fi access point to connect your laptop and other devices to the Internet.

You can also use your Mobile Wi-Fi in tethered mode by connecting it to your laptop with the USB cable.





Power button

Desired result	Action
Turn Mobile Wi-Fi on	Press and hold the Power button for a few seconds.
Turn Mobile Wi-Fi off	Press and hold the Power button for a few seconds.
Wake up LCD screen	Press and quickly release the Power button.
Enter Dashboard mode	Double-click the Power button.
Respond to prompts on the LCD screen	Press and quickly release the Power button when prompted to do so by the LCD screen. (This is used to confirm an action.)

Mute switch

The Mobile Wi-Fi automatically beeps when the connection status changes, when you receive an alert, etc. To turn these beeps off, move the Mute switch so the red rectangle is visible.

LCD

As well as providing setup information (Wi-Fi Network Name (SSID) and Security Key) the Mobile Wi-Fi LCD displays:

- Instructions during setup
- Status messages such as “Setup in progress”, “Searching for network”, “Connected”, etc.
- Status icons (See Icons on the LCD screen on page 9 for details.)
- The amount of data transmitted
- Network name
- Error messages (See Alerts on page 26 for troubleshooting suggestions.)

Dashboard mode

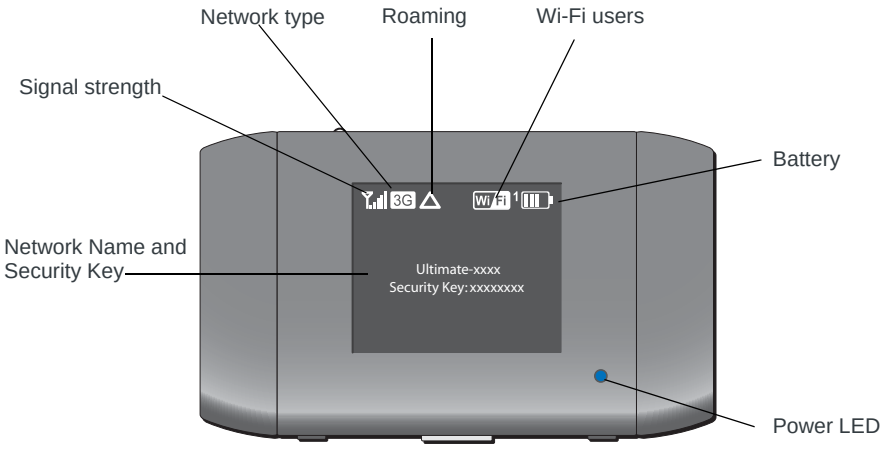
More detailed information and instructions are available in the LCD Dashboard mode. To access the Dashboard, double-click the Power button. Double-click the Power button again to cycle through the Dashboard pages.

The information and instructions available on the Dashboard include:

- Connection information (Wi-Fi Network Name (SSID) and Security Key)
- Messages / Alerts
- Information about the Mobile Wi-Fi such as the Wi-Fi network range, network preference, firmware version, etc.
- WPS setup instructions

Icons on the LCD screen

The icons on the LCD screen indicate the status of the Mobile Wi-Fi.



Icon	Indicates
	Signal strength The more bars the stronger the RF signal.
	No signal.
DC 3G	The type of network available. DC—Dual Carrier HSPA+ 3G—HSPA, HSPA+
DC 3G	Network icon with a black background Service is available, but the Mobile Wi-Fi is not connected to the network.
DC 3G	Network icon with a white background The Mobile Wi-Fi is connected to the network.
	Roaming
	Alerts/Messages You have alerts/messages. To view your alerts, go to the homepage and click the Alerts/Messages icon.

Icon	Indicates
	Wi-Fi users The number beside the Wi-Fi icon shows the number of users (devices) connected to your Wi-Fi network.
	Wi-Fi radio is disabled. You can enable Wi-Fi on the device homepage. See The Wi-Fi radio is disabled icon appears on the LCD screen. on page 23.
 	Battery status Indicates the charge status of the battery. 4 bars —80–100% 1 bar — 10–29% Battery outline (no bars) — 0–9% Recharge immediately.
	Battery charging
	No battery. The Mobile Wi-Fi is powered on and connected to the AC charger.
	The battery is charging through a USB connection.
	The exclamation mark (!) in the battery outline indicates that the battery is not recharging because the device is too hot to charge. Make sure there is room for air to circulate around the device. If the problem persists, move the device to a cooler environment.

LED

The blue LED on the top of the Mobile Wi-Fi flashes:

- Slowly to indicate that it is powered on
- Quickly when the firmware is being updated

Accessories

- Micro USB cable—Used mainly for recharging the battery, although you can also use it to tether the Mobile Wi-Fi to your computer
- AC adapter—Used to recharge the battery or to power the Mobile Wi-Fi from a wall socket

Optional accessories

Depending on your service provider, some or all of the following accessories may be included in the box (or you can purchase these from www.sierrawireless.com/wheretobuy/onlinestore/default.aspx or from local distributors in some regions (for example, Australia)):

- Rechargeable extended battery
- Car charger

- Desk cradle
- External antennas

Power sources

You can power your Mobile Wi-Fi from:

- Rechargable battery included with the Mobile Wi-Fi
- USB port on your computer
- Wall socket using the AC adapter

You can also use any of the following optional items:

- Rechargeable extended battery
- Car charger
- Cradle

Battery life

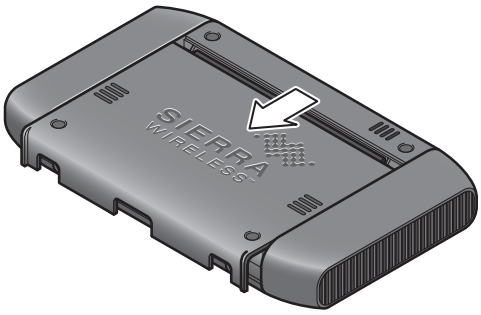
Battery Life depends on a number of factors, including Wi-Fi strength and network signal strength. If your Wi-Fi is set for short range and you have good network signal strength, you can expect the battery to last about 4 hours.

Set up and connect to the Internet

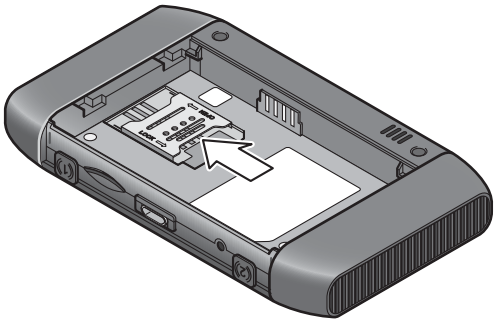
Insert the SIM card

To insert the SIM card:

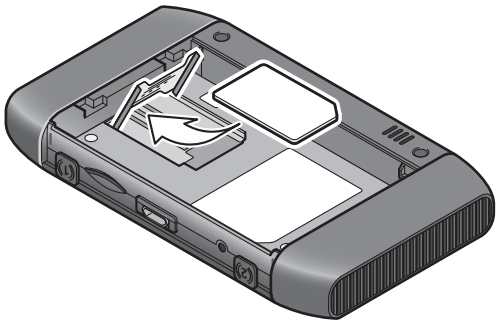
1. Remove the back cover.



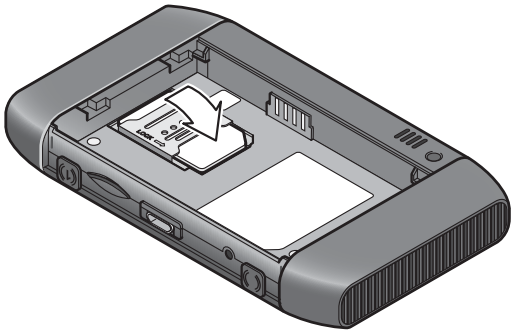
2. Slide the SIM card holder to the **Open** position.



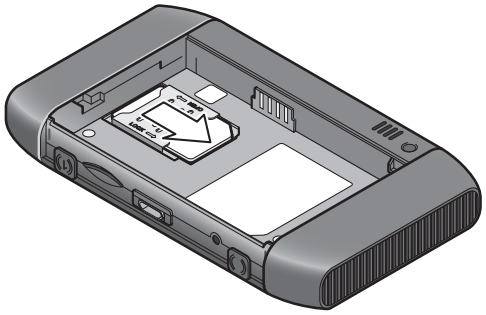
3. Lift the SIM card guard and place the SIM card underneath it.



4. Lower the SIM card guard.

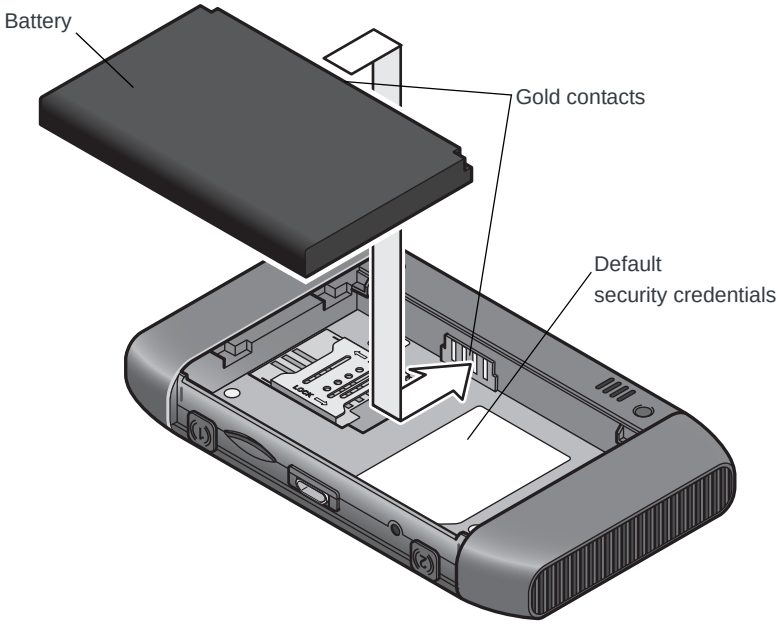


5. Slide the SIM card holder to the **Lock** position.



Install the battery

1. Insert the battery as shown in the illustration. Ensure that the gold contacts on the battery are lined up with the gold contacts on the device.



2. Replace the back cover.

Connect to the Internet

Note: Your Mobile Wi-Fi does not need to be connected to the computer with the USB cable to connect to the Internet. The USB cable is used mainly for recharging the battery. (Although you can also connect to the Internet with the Mobile Wi-Fi tethered to the laptop with the USB cable.)

To connect to the Internet:

1. Press and hold the power button for a few seconds.

   The first time you connect to the Mobile Wi-Fi network, the LCD screen displays the message “Connect your computer to Wi-Fi network”.

   The Wi-Fi Network Name (SSID) and the Security Key are also shown on the LCD screen.

   Subsequent connections are automatic.

Note: The LCD screen may go into sleep mode to save power. To reactivate the LCD screen, press and quickly release the power button.

2. On your computer, view the list of available Wi-Fi networks.
3. Select the Wi-Fi Network Name (SSID) displayed on the Mobile Wi-Fi LCD screen, and connect to it.
4. When prompted, enter your Security Key, as it appears on the Mobile Wi-Fi LCD screen.
5. Launch your browser to surf the Internet.
6. Depending on your service provider, you may be directed automatically to the Mobile Wi-Fi Homepage, where you can change the Security Key, Admin Password and other settings.

   Optional: If you are not automatically directed to the Mobile Wi-Fi Homepage and you want to change any of the Mobile Wi-Fi settings, you can type in the homepage URL. (See Homepage for details.)

Note: To make changes to the Mobile Wi-Fi settings on the homepage, you must first log in as Administrator. See Homepage for details.

Homepage

Your Mobile Wi-Fi comes configured and ready to use, but if you want to change the security settings, the Wi-Fi Network Name (SSID) and other settings, go to your Mobile Wi-Fi’s Homepage.

The URL for the homepage depends on your service provider. The homepage URL is shown on the LCD during setup and on the Dashboard. You can also find it in the Quick Start Guide that came with your Mobile Wi-Fi or contact your service provider for the URL.

To make changes to the settings on the homepage, you must be logged in as Administrator. The default Admin Password is printed on a label under the battery.

You can view some information about the device without being logged in as Administrator, but to view detailed information and to change any settings, you must be logged in as Administrator.

To log in as Administrator:

1. Place your cursor in the Admin Login Password field and type the default Admin Password (available in the Quick Start Guide that came with your device or on a label under the battery).
2. Click **OK**.

Once you are logged in with the default Admin Password, you can view detailed information and change Mobile Wi-Fi settings, such as:

- Change the SSID, Security Key, and Admin Password
- Set autoconnect options
- Set battery options
- View data usage
- Set audio alerts
- Change advanced settings such as security settings and router options

For information on changing the settings, click the Help icon or press F1.

Passwords

Two passwords are associated with the Mobile Wi-Fi:

- Security Key— Used to connect to your Mobile Wi-Fi network. The Security Key is unique to your device. It is displayed on the main Mobile Wi-Fi LCD screen and on the Dashboard (if this feature has not been disabled). If the screen is blank (a power-saving feature), press and quickly release the Power button to view the information on the screen. The default Security Key also is printed on a label under the battery.
- Admin Password— Used to log into the homepage as Administrator. You must be logged in as Administrator to use certain features and to make changes to your Mobile Wi-Fi settings. The default Admin Password is printed on a label under the battery.

2: Use Your Mobile Wi-Fi

This chapter provides information on how to use your Mobile Wi-Fi.

Connect other wireless devices

You can connect up to five wireless devices such as a cell phone, digital camera, printer, gaming console, or digital picture frame to your Mobile Wi-Fi network.

To connect a wireless device:

1. On your wireless device, view the list of available Wi-Fi networks.
2. Connect to the network that corresponds to your Mobile Wi-Fi network, as displayed on the LCD.
3. When prompted, enter the Security Key for your Mobile Wi-Fi network. The Security Key is displayed on the Mobile Wi-Fi LCD screen and Dashboard. If the screen has turned off to save power, press and quickly release the Power button to reactivate the screen.

Set audio alerts

You can configure your Mobile Wi-Fi to sound an alert when the status changes. For example:

- When the connection status changes
- When the battery is low
- When the Mobile Wi-Fi enters or leaves standby mode

To turn off all audio alerts:

1. Move the Mute switch on the side of the Mobile Wi-Fi so the red rectangle is visible.

To choose which changes in status are accompanied by an audio alert:

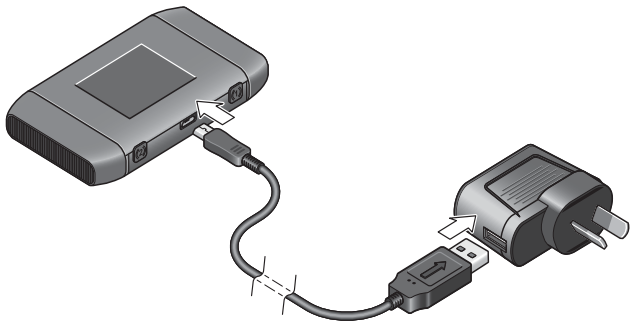
1. Go to the Mobile Wi-Fi Homepage and log in as Administrator. (See Homepage on page 14.)
2. Click the Speaker icon and change the settings. For more information, click the **Help** icon.

Recharge the battery

The battery comes partially charged. You can recharge the battery from a wall socket or from the USB port on your computer.

To recharge the battery from a wall socket:

1. Attach one end of the micro USB cable to the Mobile Wi-Fi and attach the other end to the AC adapter (included).

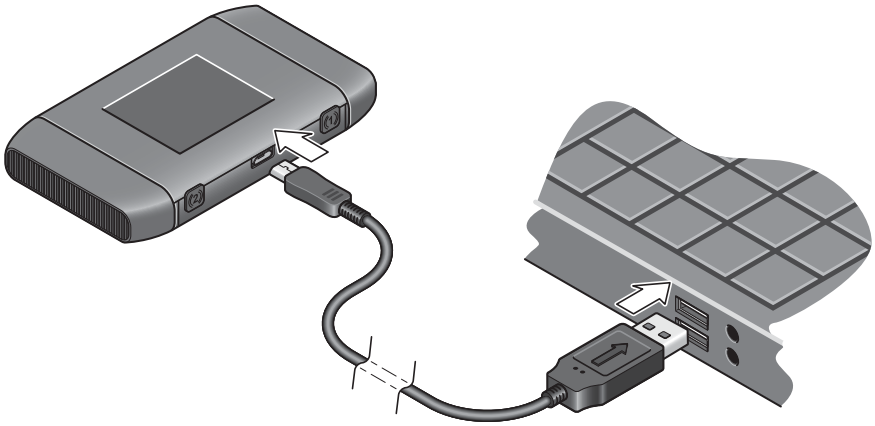


2. Plug the AC adapter into a wall socket. An animated battery icon on the LCD screen indicates that the battery is charging.
3. The battery icon on the LCD screen indicates when the battery is fully charged.

Note: The LCD goes blank after a set time to extend battery life. To view the LCD, press and quickly release the Power button.

To recharge the battery from the USB port on your computer:

1. Attach one end of the micro USB cable to the Mobile Wi-Fi and plug the other end into the USB port on your computer. An animated battery icon indicates that the battery is charging.

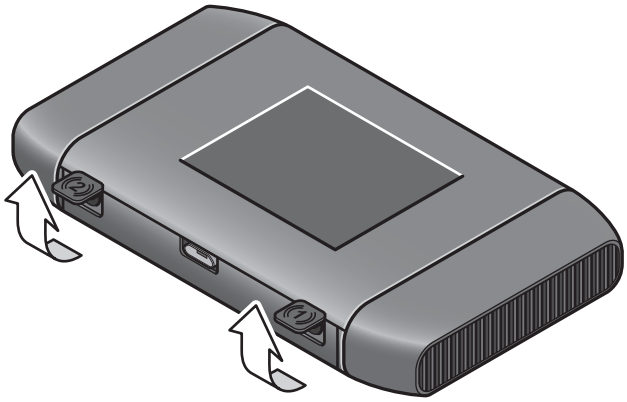


2. The battery icon on the LCD screen indicates when the battery is fully charged.

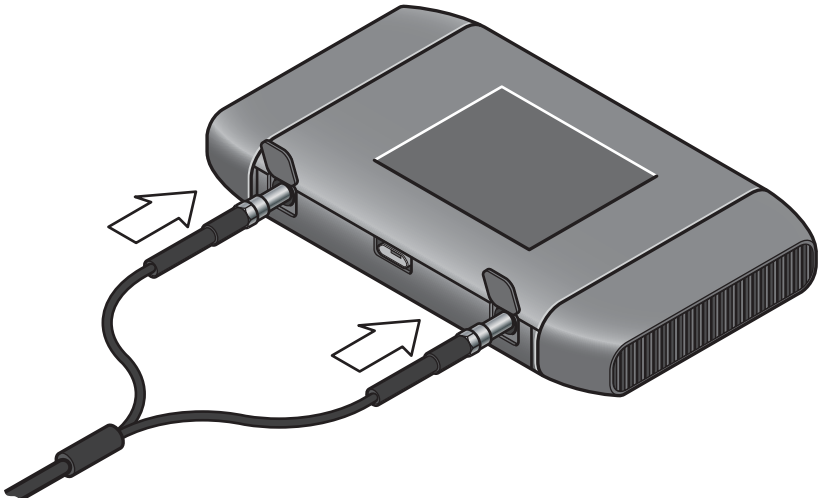
Connect external antennas

To connect a dual antenna:

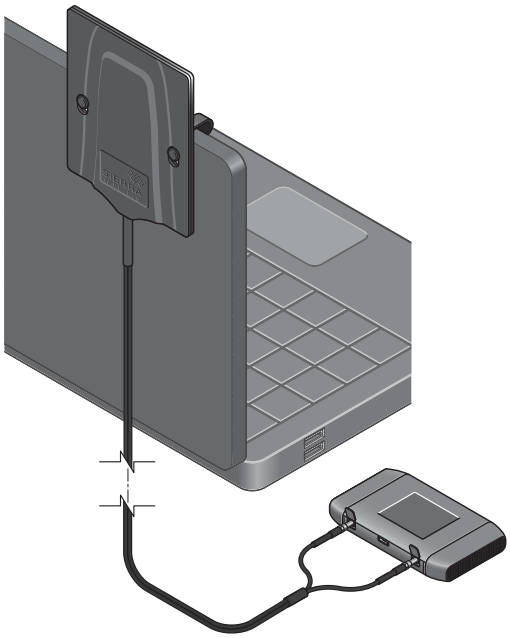
1. Flip open the antenna covers.



2. Plug in the antenna connectors.



3. Attach the antenna to your laptop.

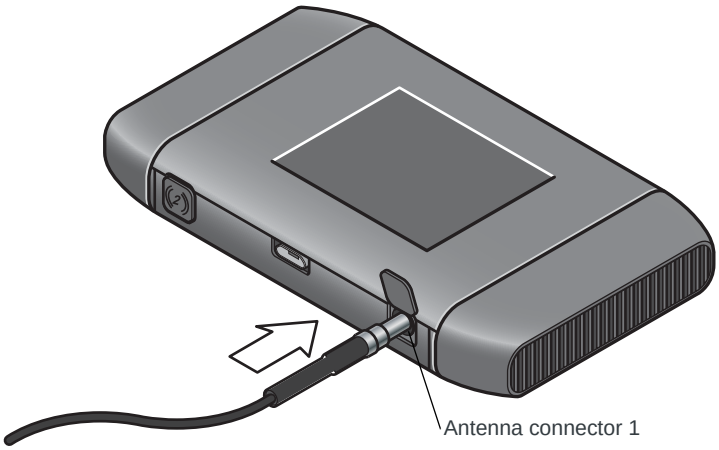


For more information, refer to the instructions that came with the antenna.

To connect a single external antenna:

1. Flip open the cover on antenna connector “1” and connect the antenna, as shown in the illustration.

Note: If you are only using one external antenna, you must use connector “1”.



3: Frequently Asked Questions

This chapter provides answers to questions you may have about your Mobile Wi-Fi. (Also see Troubleshooting on page 23.)

What do I do if I forget my Security Key or Admin Password?

The Security Key appears on the LCD and the Dashboard, unless you have configured it not to show.

The default Admin Password is printed on a label under the battery.

How do I disconnect from the network?

Do one of the following:

- On the Mobile Wi-Fi Homepage, click **Disconnect** (below the virtual Mobile Wi-Fi).
- Press and hold the **Power** button for a few seconds to turn off the Mobile Wi-Fi.

I can't see the Connect / Disconnect button on the Homepage.

The Connect / Disconnect button is only visible when you are logged in as Administrator.

To log in as Administrator:

1. Place your cursor in the Admin Login Password field on the Homepage and type the default Admin Password (available in the Quick Start Guide that came with your device and on a label under the battery).
2. Click **OK**.

How can I extend the life of the battery?

There are several strategies you can use to extend the battery life.

You can extend the battery life by adjusting the Power LED and LCD backlight settings.

1. On the Homepage, click **Advanced Settings**.
2. Select the **Device** tab and then select **Display**.
3. Set the desired options. For example, you can:
   - Turn the Power LED and LCD backlight off.
   - Set the time after which LCD backlight turns off. (The shorter the time, the longer the battery life.)
   - Set the LCD backlight to **DIM**.
4. Set Wi-Fi range to **short**.

Another way to extend the battery life is to adjust the Standby Timer. The Standby Timer sets the length of time the Mobile Wi-Fi remains active when no devices are connected to the Wi-Fi network.

To set the Standby Timer:

1. On the Homepage, click **Advanced Settings**.
2. Select the **Device** tab and then select **Basic**.
3. In the drop-down list beside Standby Timer on Battery, select the desired time. (The shorter the time; the longer the battery life.)

An extended battery for the Mobile Wi-Fi is available from www.sierrawireless.com/en/wheretobuy/onlinestore/default.aspx.

How do I turn the Mobile Wi-Fi off?

Press and hold the Power button for a few seconds, or click the **Power off** button on the homepage.

How do I find out how many users are connected to my Mobile Wi-Fi network?

The number beside the Wi-Fi icon on the Mobile Wi-Fi LCD shows the number of users (or devices) connected to your Wi-Fi network. For more details about the devices or users connected to your network, go to the Mobile Wi-Fi Homepage, log in as Administrator, and click the **Connected Users** icon.

Note: You can also use the options on the homepage to block particular users from connecting to your network. For details, go to the Mobile Wi-Fi Homepage and click the Help icon.

The LCD screen is not lit. How do I know if the Mobile Wi-Fi is still powered on?

The LCD screen dims to save energy. The blue LED continues to flash (provided you have not turned this feature off) to indicate that the Mobile Wi-Fi is still powered on. To reactivate the LCD, press and quickly release the Power button.

Where can I find more information?

- View the Online Help:
  1. Go to the Mobile Wi-Fi Homepage. (See Homepage on page 14.)
  2. Click the **Help** icon.
- Go to www.sierrawireless.com/support and select your service provider and product. From the Sierra Wireless Web site, you can:
  - Update the firmware on your device
  - View tutorials
- Refer to the Quick Start Guide that came with your Mobile Wi-Fi.

4: Troubleshooting

This chapter provides suggestions for troubleshooting problems that may arise when using your Mobile Wi-Fi.

The Mobile Wi-Fi network name does not appear in the list of networks.

Refresh the list of networks.

1. Ensure that the Wi-Fi setting on your laptop (or other device) is turned on.
2. Ensure that Wi-Fi is enabled on the Mobile Wi-Fi. (The Wi-Fi icon on the LCD should not have an “x” beside it .)

If you need to enable Wi-Fi on the Mobile Wi-Fi:

1. Use the USB cable to tether the Mobile Wi-Fi to your laptop. (The first time you do this, it will take a few moments for the drivers to install.)
2. Launch your browser and go to the Mobile Wi-Fi Homepage.
3. Click the Wi-Fi users icon ( ).
4. Under Enable Wi-Fi, select **On**.
5. Click **Save**.

The No Signal icon appears on the LCD screen.

If the No Signal icon ( ) appears on the LCD screen, make sure you are in the coverage area for your service provider.

The Wi-Fi radio is disabled icon appears on the LCD screen.

If the Wi-Fi radio is disabled icon ( ) appears on the LCD screen:

1. Use the USB cable to tether the Mobile Wi-Fi to your laptop.
2. Launch your browser and go to the Mobile Wi-Fi Homepage.
3. Click the Wi-Fi users icon ( ).
4. Under Enable Wi-Fi, select **On**.
5. Click **Save**.

Unable to access the homepage when connected to a VPN.

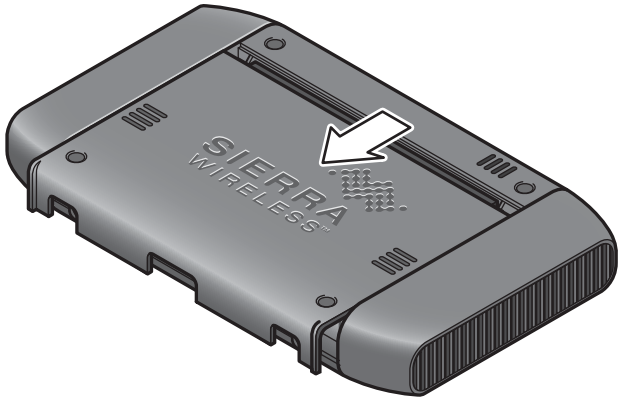
If you are using your Mobile Wi-Fi while connected to a VPN, you may not be able to access the Mobile Wi-Fi homepage using http://ultimate.bigpond.

To access the homepage, enter the address 10.0.0.138 in your browser.

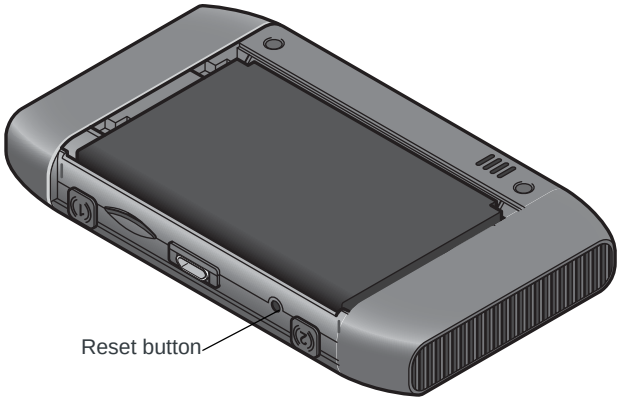
Reset the Mobile Wi-Fi

To reset the Mobile Wi-Fi:

1. Remove the back cover.



2. Press the reset button for 5 to 10 seconds.



3. When prompted on the LCD to do so, press the Power button to confirm the reset.
4. Replace the back cover.

Alerts

SIM not installed

Ensure that the SIM card is installed correctly. See Insert the SIM card on page 11.

SIM Error — Check SIM

Ensure that the SIM card inserted in the Mobile Wi-Fi is from the service provider that you have your Mobile Wi-Fi account with. If there is still a problem, contact your service provider.

SIM Locked

1. Contact your service provider for the PIN to unlock the SIM.
2. Go to the Mobile Wi-Fi Homepage. (See Homepage on page 14.)
3. Log in as Administrator. (See Passwords on page 16.)
4. Enter the SIM PIN when prompted.
5. Click **Submit**.

SIM MEP Locked

1. Contact your service provider for the MEP unlock codes and tool to unlock your Mobile Wi-Fi.

Temperature-related alerts

The Mobile Wi-Fi is designed to work over a wide temperature range. (See Environmental specifications on page 29 for details.) If you are outside that temperature range, the Mobile Wi-Fi issues an alert.

Move the device to an area where the temperature is more suitable and, if the Mobile Wi-Fi is too warm, make sure the area is well-ventilated and air can circulate around the device.

Note: The battery may not recharge if the Mobile Wi-Fi is outside the operating temperature range.

WPS Setup Failed; Device not connected!

The device you are trying to connect may not be WPS-enabled.

1. Open the Wi-Fi menu on the device you are trying to connect to the Wi-Fi network.
2. Select your Network Name from the list of available Wi-Fi networks.
3. Select connect and when prompted, enter your Security Key.

Connection Alerts

If you receive any of the following connection alerts, contact your service provider's tech support department and provide them with the name and number of the alert.

8	Operator Determined Barring
25	LLC or SNDCP failure
26	Insufficient resources
27	Missing or unknown APN
28	Unknown PDP address or type
29	User authentication failed
30	Activation rejected by GGSN
32	Service Option not supported
33	Service Option not subscribed
34	Service Option temporarily out of order
36	Regular deactivation
37	QOS not accepted
38	Network failure
39	Reactivation required
40	Feature not supported
41	Semantic error in the TFT operation
42	Syntactical error in the TFT operation
43	Unknown PDP context
44	PDP context without TFT already activated
45	Semantic errors in packet filter(s)
46	Syntactical errors in packet filter(s)
67	Connection error
81	Invalid transaction identifier value
95	Semantically incorrect message
96	Invalid mandatory information
97	Message type non-existent or not implemented
98	Message type not compatible with the protocol state
99	Information element non-existent or not implemented
100	Conditional IE error

101	Message not compatible with the protocol state
111	Protocol error, unspecified
256	Invalid Connection ID
257	Invalid NSAPI
258	Invalid PRI NSAPI
259	Invalid Field
260	SNDCP Failure
261	RAB Setup Failure
262	No GPRS Context
263	PDP Establish Max Timeout
264	PDP Activate Max Timeout
265	PDP Modify Max Timeout
266	PDP Inactivate Max Timeout
267	PDP Lower layer Error
267	PDP Duplicate
267	UE RAT Change

5: Specifications

Mechanical specifications

Weight	100g (3.53 oz.)
Length	96 mm (3.78 in.)
Width	57 mm (2.24 in.)
Thickness	16.5 mm (0.65 in.)
Antennas	Built-in, plus two SMK-TS-9 connectors for an external antenna

Environmental specifications

Operating temperature	0° C to 35° C (32° F to 95° F)
Storage temperature	-10° C to +65° C, 96 hours (14° F to 149° F)

6: Regulatory and Safety Information

Notice

Because of the nature of wireless communications, transmission and reception of data can never be guaranteed. Data may be delayed, corrupted (that is, have errors), or be totally lost. Although significant delays or losses of data are rare when wireless devices such as the Sierra Wireless mobile hotspot are used in a normal manner with a well-constructed network, the Sierra Wireless mobile hotspot should not be used in situations where failure to transmit or receive data could result in damage of any kind to the user or any other party, including but not limited to personal injury, death, or loss of property. Sierra Wireless and its affiliates accept no responsibility for damages of any kind resulting from delays or errors in data transmitted or received using the Sierra Wireless mobile hotspot, or for failure of the Sierra Wireless mobile hotspot to transmit or receive such data.

Safety and hazards

The mobile hotspot **MUST BE POWERED OFF** in all areas that may be susceptible to radio interference, in particular:

- Prohibited areas

  Obey all signs and notices and follow all rules and regulations. Power off the mobile hotspot when instructed to do so or when you suspect that it may cause interference or danger.
- In areas where blasting is in progress
- Where explosive atmospheres may be present

  Areas with a potentially explosive atmosphere are not always clearly marked. Such areas include gas stations, fuel depots, chemical transfer or storage facilities, areas where blasting is in progress, areas where the air contains chemicals or particles such as grain, dust, or metal powders, and any other area where you would normally be advised to turn off your cellular phone or vehicle engine.
- Near medical or life-support equipment

  Medical equipment may be susceptible to any form of radio interference. In such areas the mobile hotspot can transmit signals that could interfere with this equipment.
- On board aircraft

  In addition to Federal Aviation Authority (FAA) requirements, many airline regulations state that you must suspend wireless operations before boarding an aircraft. The mobile hotspot is capable of transmitting signals that could interfere with various onboard systems and controls.

Failure to observe this instruction may lead to suspension or denial of cellular telephone services to the offender, legal action, or both.

Some airlines may permit the use of cellular phones while the aircraft is on the ground and the door is open. The mobile hotspot may be used normally at this time.

- While operating a vehicle

  The driver or operator of any vehicle should not use a wireless data device while in control of a vehicle. Doing so detracts from the driver or operator's ability to control and operate the vehicle. In some countries, using such communications devices while in control of a vehicle is an offence.

Proper Battery Use and Disposal

Note: Improper battery use may result in a fire, explosion, or other hazard.

To ensure safe and responsible battery use:

- Do not open, disassemble, puncture, crush, bend, or shred.
- Do not expose to water or other liquids, fire, explosion, or other hazards.
- Use the battery only in the Mobile Wi-Fi.
- If using with a charger, use only the charger supplied with the Mobile Wi-Fi.
- Do not short circuit the battery.
- When replacing a battery, use the same model of battery that was supplied with the Mobile Wi-Fi.
- Follow local regulations when disposing of a used battery.
- Avoid dropping the Mobile Wi-Fi or the battery. If dropped and you suspect damage, take it to a service center for inspection.

Caution: *The Sierra Wireless Mobile Wi-Fi must be 1 cm or more from users during operation, to satisfy the EMR requirements. If an external antenna is used, the antenna must be maintained at least 20 cm from users during operation. To meet the EMR requirements, use only the external antennas available from Sierra Wireless.*

Index

A

accessories
    included, 10
    purchasing optional accessories, 10
audio alerts, 17

B

battery
    inserting, 13
    recharging, 18

C

connecting (to Internet), 13

I

Internet, connecting to, 13

P

password
    forgot, 21
passwords, 16
power source, 11

R

regulatory information, 31

S

safety information, 31
safety notice, 31
SIM card, inserting, 11
specifications, 29

T

troubleshooting, 23

W

Wi-Fi network
    disconnect, 21
wireless devices, connecting to your Wi-Fi network, 17

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